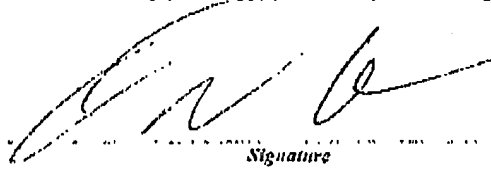


|   |   |                                     |  |  |                           |
|---|---|-------------------------------------|--|--|---------------------------|
| <b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>  |   |                                     |  | <b>Docket No.</b><br>00356 (BLL-0038)  |                           |
| <b>Applicant(s): CHARLES E. REDDICK ET AL</b>   |   |                                     |  |  |                           |
| <b>Serial No.</b><br>09/898,573   | <b>Filing Date</b><br>July 3, 2001          | <b>Examiner</b><br>T. T. Vo         |  | <b>Group Art Unit</b><br>2122          |                           |
| <b>Invention: SOFTWARE SUPPORT GUIDE SYSTEM AND METHOD</b>  |   |                                     |  |  |                           |
|   |   |                                     |  | <b>RECEIVED<br/>CENTRAL FAX CENTER</b> |                           |
| <b>TO THE COMMISSIONER FOR PATENTS:</b>   |   |                                     |  | <b>JUL 28 2004</b>                     |                           |
| Transmitted herewith is an amendment in the above-identified application.   |   |                                     |  |  |                           |
| The fee has been calculated and is transmitted as shown below.  |   |                                     |  |  |                           |
| <b>CLAIMS AS AMENDED</b>  |   |                                     |  |  |                           |
|   | <b>CLAIMS REMAINING<br/>AFTER AMENDMENT</b> | <b>HIGHEST #<br/>PREV. PAID FOR</b> | <b>NUMBER EXTRA<br/>CLAIMS PRESENT</b> | <b>RATE</b>                            | <b>ADDITIONAL<br/>FEE</b> |
| <b>TOTAL CLAIMS</b>   | 18  | 52                                  | 0 x                                    | \$18.00                                | \$0.00                    |
| <b>INDEP. CLAIMS</b>  | 2   | 4                                   | 0 x                                    | \$86.00                                | \$0.00                    |
| <b>Multiple Dependent Claims (check if applicable)</b> <input type="checkbox"/>   |   |                                     |  |  | \$0.00                    |
| <b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>  |   |                                     |  |  | \$0.00                    |
| <input checked="" type="checkbox"/> No additional fee is required for amendment.<br><input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____<br><input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed.<br><input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 06-1130<br><input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16.<br><input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. |   |                                     |  |  |                           |
| <br>Signature  |   |                                     |  |  |                           |
| Dated: July 28, 2004  |   |                                     |  |  |                           |
| David A. Fox<br>Registration No. 38,807<br>CANTOR COLBURN LLP<br>55 Griffin Road South<br>Bloomfield, CT 06002<br>Telephone (860) 286-2929<br>Facsimile (860) 286-0115<br>Customer No. 36192  |   |                                     |  |  |                           |
| I certify that this document and fee is being deposited on _____ with the U.S. Postal Service as first class mail under 37C.F.R. 1.8 and is addressed to the for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.   |   |                                     |  |  |                           |
| Signature of Person Mailing Correspondence  |   |                                     |  |  |                           |
| Typed or Printed Name of Person Mailing Correspondence  |   |                                     |  |  |                           |
| cc:   |   |                                     |  |  |                           |

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: CHARLES E. REDDICK ET AL. )  
Serial No. 09/898,573 ) Group Art Unit: 2122  
Filed: July 3, 2001 )  
For: SOFTWARE SUPPORT GUIDE SYSTEM )  
AND METHOD )

OFFICIAL

I hereby certify that this correspondence is  
being transmitted to the United States Patent  
& Trademark Office via facsimile to facsimile  
Number 703-872-9306 on July 28, 2004

Shirley Smedley

signature

7-28-04  
date

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Alexandria, VA 22313-1450

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JUL 28 2004

AMENDMENT

Applicants respectfully request entry of the following amendments and remarks contained herein in response to the Office Action mailed May 5, 2004. Applicants respectfully submit that the amendments and remarks contained herein place the instant application in condition for allowance.